

DISCIPLINE: End User Support Tools

Discipline Roadmap for: End User Support Tools (Help/Service Desk)

Current	2 Years	5 Years	
Baseline Environment Intuit (BlueOcean) Track-IT UniPress FootPrints Epicor Clientele Front Range HEAT BMC Remedy	Tactical Deployment Minimum requirements: The IT Infrastructure Library (ITIL) best practice framework is recommended for deployment. ITIL is the industry best practice for deploying end user support tools. www.itil.com	Strategic Direction Market watch of ITIL and best practices for end user support.	
		Shared ✓	Agency ✓
Retirement Targets	Mainstream Platforms (must be supported) Minimum requirements: Incident management; Change management; Service level management; Remote control; Open API; Web interface; Dashboard; Escalation: Ease of use; SQL database.		
Containment Targets Intuit (BlueOcean) Track-IT – no API's		Emerging Platforms Market Watch	
Implications and Dependencies Recommend knowledgebase(s) to minimize problem resolution time and effort. Recommend self-service capability. * Most important metrics - associated with customer satisfaction (# tickets per agent or other technical efficiency measures)			
Roadmap Notes Minimum standard to be reviewed annually after adoption by AOC. Gartner recognizes CA and BMC software as leaders and innovators in IT service desk solutions.			

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■ **Discipline Boundaries:**

- ❑ End User Support Tools should ensure that end users are receiving the appropriate assistance. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring, tracking, and coordination of Help/Service Desk functions. The Help Desk Manager will also contribute to problem resolution by giving in-person, hands-on support to end users at the desktop level.

■ **Minimum Standards:**

- ❑ All end user support tools should aid the organization in adhering to ITIL best practices for Service Delivery and Support.

Migration Considerations:

- ❑ Dependent on the product that data is being migrated to/from. If an API does not exist, migration could be costly.
- ❑ A basic knowledge of ITIL will be required. Foundation training is recommended.

■ **Exception Considerations:**

- ❑ None

■ **Miscellaneous Notes:**

- ❑ None

■ **Established Date**

- ❑ September 22, 2004

■ **Date Last Updated:**

- ❑ October 25, 2006

■ **Next Review Date:**

- ❑ October 2007